



Quarterly Performance Metrics FY 2026 1st Quarter

Financial Management Services

	<u>Target</u>	<u>YTD Value</u>
<i>Accounts Receivable</i>		
Documents posted within two business days once complete information is received	95.0%	99.8%
<i>Budget</i>		
Budget Reprogramming Documents processed within 2 business days	97.0%	100.0%
<i>Cash Services</i>		
Deposits processed within 2 business days	95.0%	100.0%
Fund Balance with Treasury - TAS/BETC Reclassifications completed within due date	99.0%	100.0%
Fund Balance with Treasury - Reconciliations prepared and reviewed by 20th day of subsequent month	99.0%	100.0%
<i>CitiDirect</i>		
Error free interfaced invoices validated the same day as the payment file was received from SmartPay3 bank	99.0%	100.0%
Error free reprocess interfaced invoices validated no later than 2 business days after receipt from the designated Approving Official (AO)	99.0%	100.0%
Error free ZDI requests processed no later than two business days after receipt from designated Approving Official (AO)	95.0%	100.0%
<i>Commercial Accounts Payable</i>		
Payments made in accordance with Prompt Pay Act when customer approval is received at least 5 business days prior to due date	99.7%	100.0%
Proper Payments excluding customer error - Commercial	99.7%	100.0%
Discounts taken when approved invoice is received at least 3 business days prior to discount date	99.0%	100.0%
<i>Debt Collection</i>		
Referral to CSNG within 10 business days of customer approval	99.0%	100.0%
<i>Grants, Loans, Foreign & Misc</i>		
Proper Payments excluding customer error - Grants	99.7%	100.0%
Proper Payments excluding customer error - Loans	99.7%	100.0%
Proper Payments excluding customer error - Foreign & Misc.	99.7%	100.0%



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Intragovernmental Accounts Payable

Notification of integration error sent within 1 business day-IGAP	90.0%	99.2%
Recommended corrective action to address integration error sent within 2 business days-IGAP	90.0%	99.5%

Payroll

Payroll posting within 2 business days of receipt of error free file(s) from customer/payroll provider	99.9%	99.9%
Payroll completed before month-end closing	100%	99.6%

Receivable Reporting

TROR reporting completed by established due dates	99.0%	100.0%
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Reporting

Reporting and account maintenance tasks completed by due dates	99.0%	100.0%
Percent of Fixed Asset Module postings completed in correct accounting period.	99.0%	100.0%

System Services - Help Desk

First Call Resolution closed within 1 business day-Oracle	80.0%	91.1%
Average Call Abandonment Rate-Oracle	<5.0%	0.38%
Average Call Response Time-Oracle	<10 sec	650.9%
Total Calls		1,060
Percent of emails resolved within 1 business day-Oracle	70.0%	87.2%
OBI Call resolution within 10 business days	75.0%	100.0%
OBI Email resolved within 10 business days	65.0%	94.2%



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Procurement Services

	<u>Target</u>	<u>YTD Value</u>
<i>System Services - Help Desk</i>		
First Call Resolution closed within 60 min-PRISM	80.0%	92.0%
Average Call Abandonment Rate-PRISM	<5.0%	0.10%
Average Call Response Time-PRISM	<10 sec	672.2%
Total Calls		2,060
Percent of emails resolved within 1 business day-PRISM	80.0%	89.9%

NOTE: All Simplified Acquisition Standards begin upon receipt of: 1. a complete acquisition package (procurement request, description of item or performance work statement, evaluation factors (if other than technically acceptable, low price); 2. the timely review of revised description of items or performance work statement and revised evaluation factors, received; and 3. a timely and complete evaluation of technical proposals

Systems

	<u>Target</u>	<u>YTD Value</u>
<i>System Services</i>		
System Availability - Oracle	99.0%	99.8%
System Availability - OBI	99.0%	99.8%
System Availability - PRISM	99.0%	99.4%
Month End Closing	100%	100.0%
Standard Suite reports run within one minute	85.0%	90.1%
System Availability - OneStream	99.0%	100.0%